

## Westside Service Delivery Survey FY 2003-04

Department/ Program Name	Program Description	Westside Performance Measures	Citywide Performance Measures	Comments
<b>Human Services</b>				
Operation AIM (changing name to STRIVE, Student Truancy Reduction Initiative Valuing Education)	AIM works with 6 and 7 year old students who are referred for excessive absences from school	<p>Service provided at Allhambra Elementary and Washington Elementary School Districts</p> <p>96 students, 6 and 7 years old, were cited for truancy and referred to AIM; only 3 students (3%) had continued problems with truancy after being referred to AIM</p> <p>77% of the program participants lived in the Westside area.</p>	<p>Service provided at Allhambra Elementary, Creighton, and Washington Elementary School Districts</p> <p>125 students, 6 and 7 years old, were cited for truancy and referred to AIM; only 6 students (5%) had continued problems with truancy after being referred to AIM</p>	This program is in conjunction with Parks and Recreation Department which works with children aged 8 and older. Caseworkers are located at John F. Long Family Services Center but serve all of the City of Phoenix.
Safe Schools Teams	School base caseworkers work in collaboration with probation officers and school resource officers to provide social services to protect students and school personnel from drug, gang, and youth violence.	<p>690 students at Royal Palm received service; for the target group of 33 students, they showed an increase in attendance, an increase in discipline referrals, and an improvement in grades</p> <p>25% of the program resources are allocated to the Westside area.</p> <p>17.4% of students served are from westside survey area schools.</p>	3,960 students at the 4 schools received service; for the target group of 112 students, they showed an increase in attendance, the majority showed a decrease in discipline referrals, and the majority showed an increase in grades; youth crime committed by students at the schools was decreased by 12% (compared to 4% countywide)	
School Based Programs	Caseworkers provide social services to students and their families whose problems are negatively affecting their ability to be successful in school	145 students at Borman Middle School received services; for the target group of 20 students, the number of discipline referrals remained level	1,930 students at the 7 schools received service; for the target group of 170 students, they showed an improvement in grades, decrease in discipline referrals, and an increase in attendance	<p>14.3% of the program resources are allocated to the Westside area.</p> <p>7.5% of students served are from westside survey area schools.</p>

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STEP-UP	Caseworkers provide social services to young fathers to assist them to financially and emotionally support their children	40 participants received service in the Westside area; 43% were attending or completed an education program; 18% were attending or completed a vocational program; 60% were employed at an average wage of \$8.47  51% of the program participants lived in the Westside area.	79 participants received service citywide; 35% were attending or completed an education program; 19% were attending or completed a vocational program; 53% were employed at an average wage of \$8.93	Caseworkers are located at Travis L. Williams Family Services Center but serve all of Phoenix.
Young Families CAN	Caseworkers provide social services to young mothers to assist them to financially and emotionally support their children	17 participants received service in the Westside area; 53% were attending or completed an education program; 29% were attending or completed a vocational program; 41% were employed at an average wage of \$7.53  25% of the program participants lived in the Westside area.	69 participants received service citywide; 61% were attending or completed an education program; 19% were attending or completed a vocational program; 29% were employed at an average wage of \$7.19	Caseworkers are located at Travis L. Williams Family Services Center but serve all of Phoenix.
Young First Offender	Caseworkers provide diversion services to first time juvenile offenders between the ages of 8 and 13 to avoid further offenses	53 participants received service in the Westside area; 12 months after being referred to the program, 91% had not committed another offense (as compared to 74% for all programs in Maricopa County)  35% of the program participants lived in the Westside area.	151 participants received services citywide; 12 months after being referred to the program, 89% had not committed another offense (as compared to 74% for all programs in Maricopa County)	This program is in conjunction with Parks and Recreation Department. Caseworkers are located at the John F. Long, Sky Harbor, and Sunnyslope Family Services Centers but serve all of Phoenix.  30% of the City's 5-14 year old children reside in the survey area.
Stay in School Small Business Youth Employment Program	The city of Phoenix, with the help of the Phoenix Union High School District School-to-Work Center and Jobs For Valley Youth, provides an employment pool of youth ages 16 to 21; students attend a job skills workshop; a \$500 incentive voucher is provided to small businesses when youth are hired; the voucher is redeemed after a youth has worked 200 hours. Job Skills Workshops are offered to all youth as they enter the program. These workshops provided basic employment information to youth before they are sent out on interviews with respective employers.	Through the 2003-04 program year, 29 of the 71 (32%) youth that were job placed resided within the Westside boundaries.  9 of the 54 (16%) businesses participating in the program are located in the Westside boundaries.	The program serves 70-80 youth annually, and issues 80 – 100 vouchers to business in the City of Phoenix.	This program is offered city-wide. There is a need for more businesses from the Westside to participate in the program. Staff is currently participating on the Council District 5 School to Work Taskforce. The mission of the Task Force is "Getting businesses investing with education so students and families can see the relevancy and necessity of life-long learning."  About 27% of the 15-17 year old residents live in the survey area.

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Summer Youth Employment	Provides youth with exposure to work and helps improve and maintain sound work habits and practices. Resources are provided through selected program contractors.	Through the 2004 program, 246 of the 1,030 (23%) youth placed in jobs resided within the Westside boundaries.	Annually, the program serves 1,000 – 1,100 youth.	<p>This program is offered city-wide. This program provides employment opportunities to 14 and 15 year olds that otherwise would not have an opportunity to work. In addition, there are no family income restrictions. Youth on the Westside have always shown a great interest in the program. Through the 2004 youth recruitment process, the program received 2,725 of the 6,290 (43%) applications from the west Phoenix area, many of which came from the Westside designated area.</p> <p>About 27% of the City's 15-17 year old residents live in the survey area.</p>
Student Work Study Program	A joint venture between the city of Phoenix, Valley high school districts and Arizona State University; provides employment opportunities in city government for junior and senior high school students.	Through the 2003-04 program, 11 of the 34 (32%) student workers placed in a job resided within the Westside boundaries.	Annually, the program serves 25 – 30 student workers.	<p>This program is offered city-wide. The program usually receives an adequate number of applications from the Westside area during the recruitment period.</p> <p>About 27% of the City's 15-17 year old residents live in the survey area.</p>
Youthbuild	A full-time, yearlong construction and education training program that targets high school dropouts and unemployed youth. Resources are provided according to the proximity of the service to the trainee's primary residence.	Currently, 16 of 33 (48%) of the Youthbuild trainees reside within the designate Westside boundary.	The program serves 35 to 40 youth trainees annually.	Youthbuild is offered city-wide. The number of applications from Westside residents that the program receives may indicate a need for a program such as Youthbuild dedicated to Westside residents.

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Senior Center Based Programs	<p>Centers provide social, nutritional, education, recreational and volunteer opportunities for individuals who are 60 years of age or older and disabled adults. The 17 centers provide a congregate meal at noon. Of the 17 senior centers, 5 centers also provide a home delivered meal for individuals who are homebound.</p> <p>Services Offered at each of the 17 senior centers include:</p> <ul style="list-style-type: none"> <li>• Congregate meals,</li> <li>• Counseling</li> <li>• Social/educational/ nutritional and health presentations</li> <li>• Reserve-a-Ride Transportation</li> <li>• Emergency financial assistance</li> <li>• Supplemental food distributions</li> <li>• arts &amp; crafts</li> <li>• Five senior centers with commercial provide home delivered meals</li> <li>• Recreation</li> </ul>	<p>76,807 individuals age 60+ and disabled individuals live in the Westside survey area (25.8% of Citywide figure)</p> <ul style="list-style-type: none"> <li>• 2,448 attended a senior center in the Westside survey area last fiscal year (17% of seniors served citywide)</li> <li>• Total annual meals = 100,307 (18% of citywide total)</li> <li>• Emergency financial Assistance = \$42,822 (16% of citywide total)</li> <li>• Counseling Hours= 2,384 (16% of citywide total)</li> <li>• Transportation services = 26,897 trips (17.5% of citywide total)</li> </ul> <p>Dedicated Staff: 37 (20.7%)</p> <p>Average Westside Senior Center size: 6,767 square feet</p> <p>Average Westside Senior Center size per 1,000 residents: 20.3 square feet</p> <p>2004 Customer Satisfaction Survey (1 to 10 scale with 10 best):</p> <p>Congregate Meal Program: Manzanita -- 8.86 Westside -- 8.45 Desert West -- 8.09</p> <p>Home Delivered Meal Program: Desert West -- 9.18</p> <p>Senior Center Operations: Manzanita -- 8.88 Westside -- 8.82 Desert West -- 7.68</p>	<p>297,565 individuals 60+ and disabled individuals live in the City of Phoenix</p> <p>Total annual number of unduplicated 60+ and disabled adults served by HSD citywide = 14,401 persons</p> <ul style="list-style-type: none"> <li>• Total annual meals served= 550,137</li> <li>• Total Emergency Financial Assistance = \$267,640</li> <li>• Counseling = 14,899 hours</li> <li>• Transportation = 153,697 one way trips</li> </ul> <p>Dedicated Staff: 179</p> <p>Average citywide Senior Center size: 6,259 square ft</p> <p>Average citywide Senior Center size per 1,000 residents: 4.7 square feet</p> <p>2004 Customer Satisfaction Survey (1 to 10 scale with 10 best):</p> <p>Congregate Meal Program: Citywide -- 8.66</p> <p>Home Delivered Meal Program: Citywide -- 8.97</p> <p>Senior Center Operations: Citywide -- 8.96</p>	<p>While the senior centers serve disabled adults in addition to seniors over age 60, the primary service focus is on seniors. The westside survey area has a senior population 20.8% of the citywide total.</p> <p>The Westside Senior Center is one of 5 senior centers included in the 2001 bond program. This center will increase in size from a one-room facility to an 8,000 square foot multi-purpose facility. This will increase the capacity for serving westside area seniors.</p> <p>There are two other senior centers in close proximity but not inside the westside survey area (Chinese Senior Center located at 734 W. Elm and Senior Opportunities West located at 1220 S. 7<sup>th</sup> Avenue). A number of seniors residing in the westside survey area are likely attending these two centers in addition to the three listed inside the survey area.</p>

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Senior Companion Program	The Senior Companion Program is a service through which people age 60 and older provide assistance and friendship to elderly individuals who are homebound and, generally, living alone. By taking care of simple chores, providing transportation to medical appointments and offering contact to the outside world, Senior Companions often provide the service that keeps older Americans from having to enter nursing homes.	Population age 60+ =30,035 (20.8% of Citywide total)  Seven work sites (20% of Citywide total)  16 Senior Companions (17% of Citywide total)  16,000 hrs/year (17% of Citywide total)	Population age 60+ = 144,234  35 work sites  94 Senior Companions  94,000 hrs/year	
Phoenix Workforce Connection Adult and dislocated Worker	Skills training, on-the-job training, individual support, job placement; employment and training; dislocated workers are provided with basic readjustment services including assessment, résumé development and job search assistance	924 Adult participants 390 job placements  796 adult participants 199 placements  42.6% of adult WIA participants are served in the westside survey area.  36% of adult WIA program job placements are made in the westside survey area.	4,034 adult participants 1,637 employment placements	The survey area includes 24% of the cities 18-56 year old residents.
Phoenix Workforce Connection Youth Program	A partnership between the Phoenix Workforce Connection Board and the City of Phoenix providing year round youth development services for youth ages 16 to 21 years of age. The youth receive support services to assist with High School completion or returning to school. Youth participate in work experience, occupational skills training, internships, job readiness classes and receive job placement assistance. In addition, the following special youth populations are served: youth offenders, pregnant & parenting youth, and homeless youth.	75 youth enrolled 11 youth –placed on jobs. 4 youth in skills training 27 youth in school	434 youth enrolled 91 youth placed on jobs 18 youth in skills training 161 youth in school  487 youth enrolled 55 youth placed on jobs 60 youth in skills training 328 youth in school  51 youth enrolled 0 placed on jobs 1 youth in skills training 21 youth in school  44 youth enrolled 0 youth placed on jobs 1 youth in skills training 16 youth in school	CPLC at 35 <sup>th</sup> Avenue and Thomas is a dedicated site for adjudicated youth (youth offenders).  Youth residing in the westside survey area do participate in the other programs listed.  Tumbleweed at 9 <sup>th</sup> Street and Indian School is a dedicated site for homeless youth.  Child & Family Resources at 7 <sup>th</sup> Ave. and Campbell is a dedicated site for pregnant and parenting youth.  HSD is currently in an RFP process to identify WIA Youth providers. This information will change at that time.

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Family Services Centers	Provide case management for adults and families and emergency assistance with food, clothing, transportation, rent and utility payments; help to obtain other services such as food stamps, TANF, child care, and training and employment services	<ul style="list-style-type: none"> <li>Number of Centers in Survey area= 1 (20%)</li> <li>11 (26%) caseworkers directly serve the survey area;</li> <li>.042 caseworkers per 1,000 residents living in poverty within the survey area;</li> </ul> <p>FY04 Performance Measures:</p> <ul style="list-style-type: none"> <li>3,935 total clients served (25% of the total served within the City);</li> <li>1,221 clients received utility assistance (21% of the total served within the City);</li> <li>2,008 clients received other financial assistance -rent, mortgage, prescriptions, etc. (28% of the total served within the City)</li> </ul>	<p>5 Family Service Centers citywide</p> <ul style="list-style-type: none"> <li>42 total caseworkers directly serve Phoenix residents;</li> <li>.061 caseworkers per 1,000 residents in poverty;</li> </ul> <p>FY04 Performance Measures:</p> <ul style="list-style-type: none"> <li>15,697 total clients served;</li> <li>5,819 clients received utility assistance;</li> <li>7,249 clients received other financial assistance -rent, mortgage, prescriptions, etc.</li> </ul>	<p>Other public/non-profit agencies provide services from John F. Long Family Services Centers, These include:</p> <ul style="list-style-type: none"> <li>Family Self-Sufficiency Program</li> <li>NSD</li> <li>Salvation Army</li> <li>Catholic Social Services</li> <li>Operation AIM</li> <li>First Offenders&amp; Young First Offenders</li> <li>Quest</li> <li>Valley Corp</li> <li>Southwest Human Development/Healthy Families Maricopa County</li> </ul> <p>Demographics:</p> <ul style="list-style-type: none"> <li>25% of total population lives within survey area</li> <li>38% of the low-moderate income population lives within survey area</li> </ul> <p>The Central Phoenix Family Services Center and the Sunnyslope Family Services Center are both located in close proximity to the westside survey area. A number of clients being served at these two centers are likely to be residents of the survey area.</p>
Earned Income Tax Credit (EITC) Campaign	A campaign targeting low-income residents with free tax preparation including promoting use of the EITC.	<p>As of April 30, 2004 4,900 households received services from the three sites located within the Westside area, totaling over \$5.1 million in refunds. (1)</p> <p>77% of households served came from the westside survey area.</p> <p>82% of the total tax refunds went to households in the westside survey area.</p>	<p>As of April 30, 2004 6,353 households filed returns at City sites, totaling nearly \$6.2 million in tax refunds, at a savings in tax fees of over \$1.9 million.</p>	<p>A year-round volunteer program targeting low-income residents is being established at the John F. Long Family Services Center.</p> <p>(1) While the City campaign targeted zip codes within the survey area, residents from across the valley were free to apply at any site located throughout the Phoenix metropolitan area. More detailed analysis regarding total EITC filings within the Phoenix metropolitan area is still pending from the IRS.</p>